

IOT's Vision

To be a trusted enterprise-technology provider that enables partners to securely deliver high quality services to citizens.

IOT's Mission

To provide cost-effective, secure, consistent, reliable enterprise-technology services to our partner agencies so that they can better serve our mutual customer, the Hoosier taxpayer. IOT will also act as the technology and solution enabler for the State, helping its partner agencies achieve business objectives and innovation.

For Service Management CY 2021-22

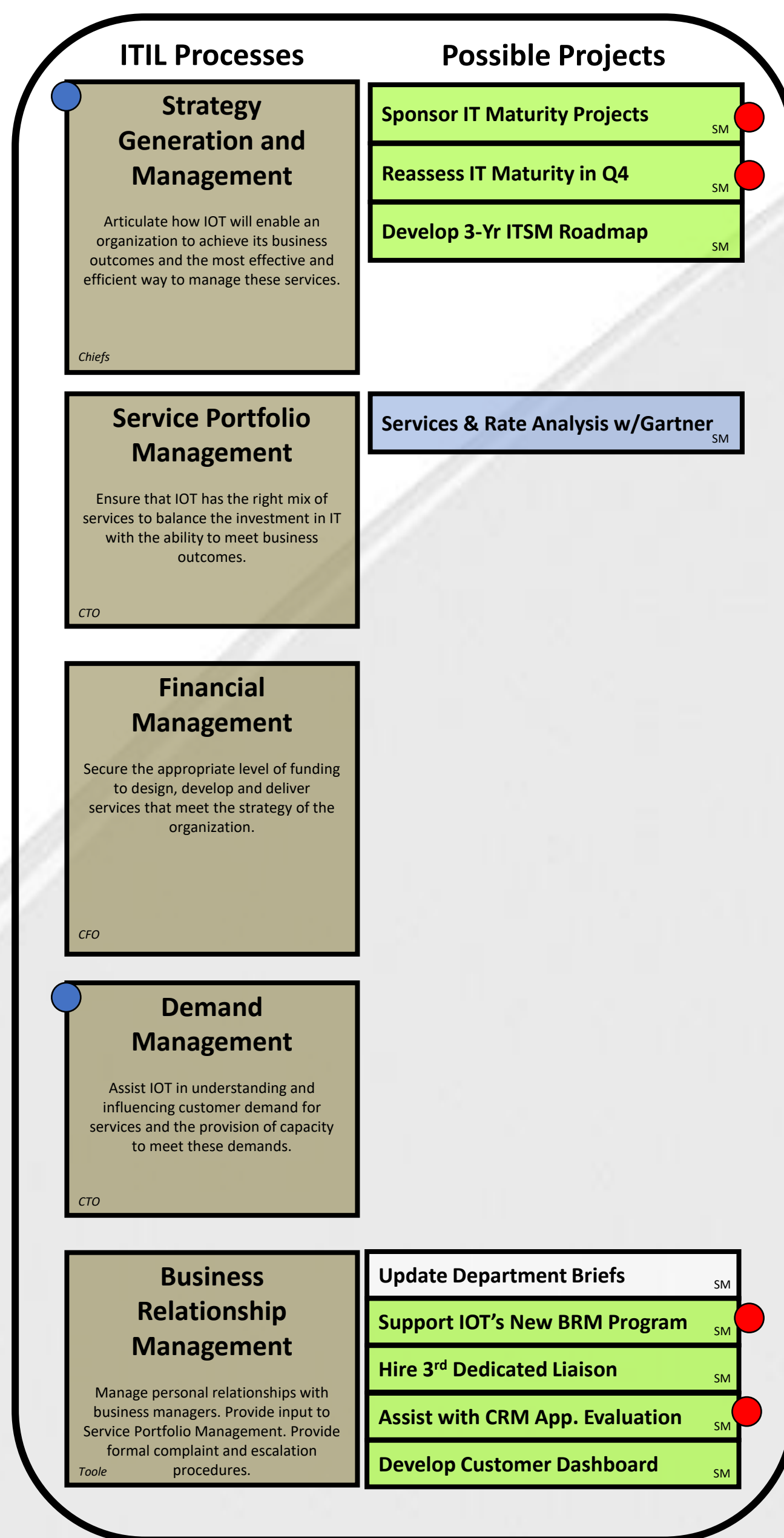
Information Technology Service Management (ITSM) refers to the entirety of activities – directed by policies, organized and structured in processes and supporting procedures – that are performed by an organization (IOT) to plan, design, deliver, operate and control information technology services offered to customers. The ITSM concept perspectives include: People, Process, Products and Partners.

Information Technology Infrastructure Library (ITIL) is a set of practices to support ITSM. It focuses on aligning IT services with business needs. ITIL describes processes, procedures, tasks and checklists which are not organization-specific, but which can be applied to establish integration with the state's IT strategy, delivering value and maintaining a minimum level of competency while providing cost-effective, quality services.

IOT's ITSM-ITIL Initiative was established by the IOT CIO on 1/1/2016. ITIL will now be used within IOT where applicable to demonstrate compliance; to plan, implement and measure improvements resulting in increased customer service; and to help IOT transition from a primarily operations-based environment to an operations/project-based environment. In essence, help IOT achieve their Vision and Mission.

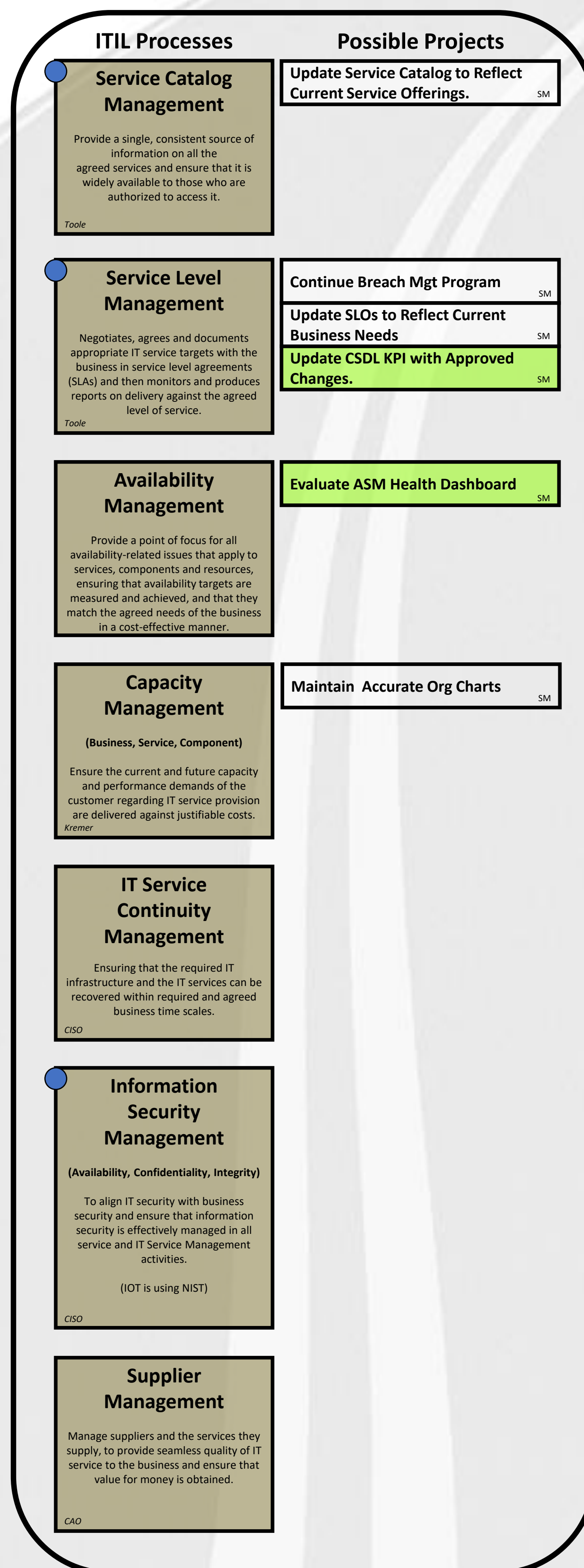
Service Strategy Phase 1

Establish how to design, develop and implement IT service management as an organizational capability and a strategic asset.



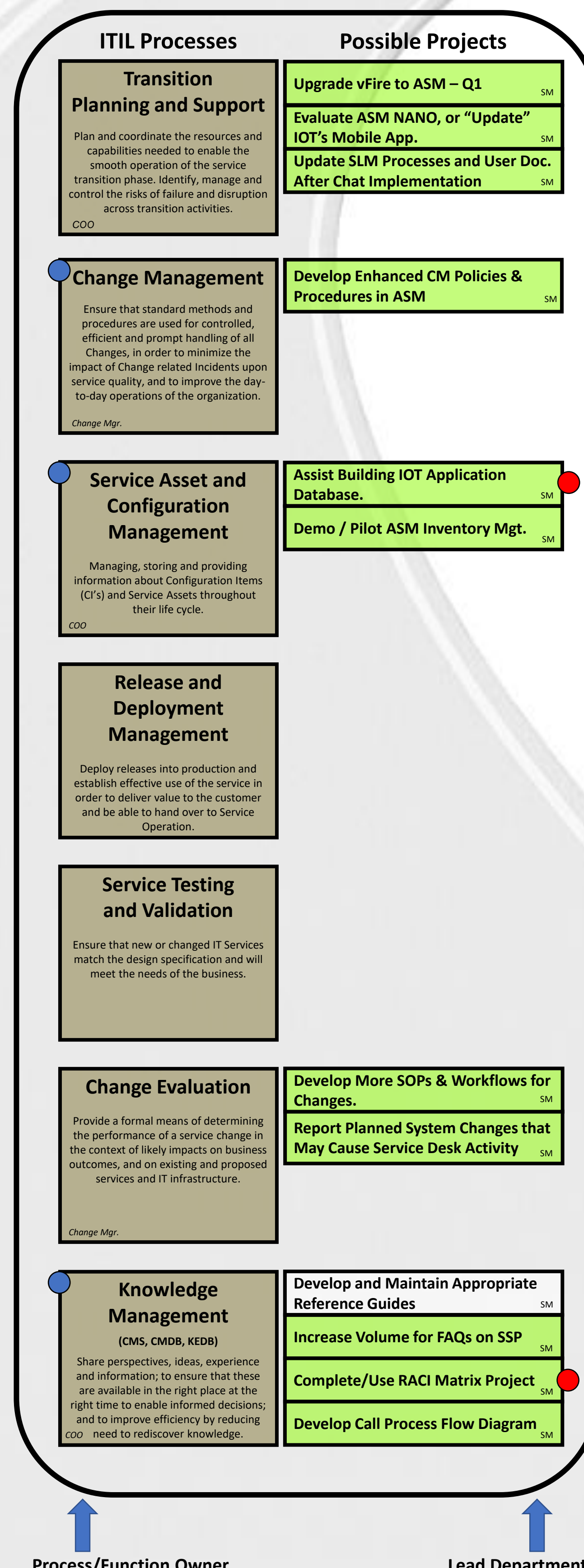
Service Design Phase 2

Design and development of services and service management practices required to meet customers availability requirements.



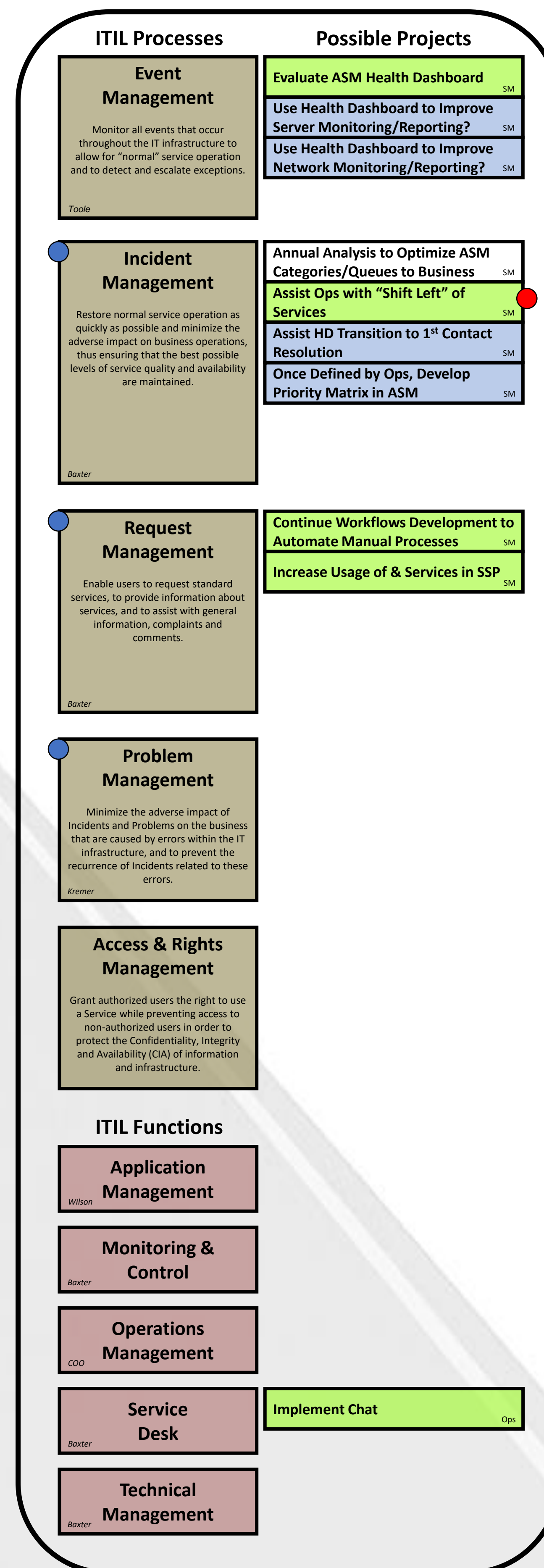
Service Transition Phase 3

Development and improvement of capabilities for transitioning new and changed services into live service operation, assuring function & fitness.



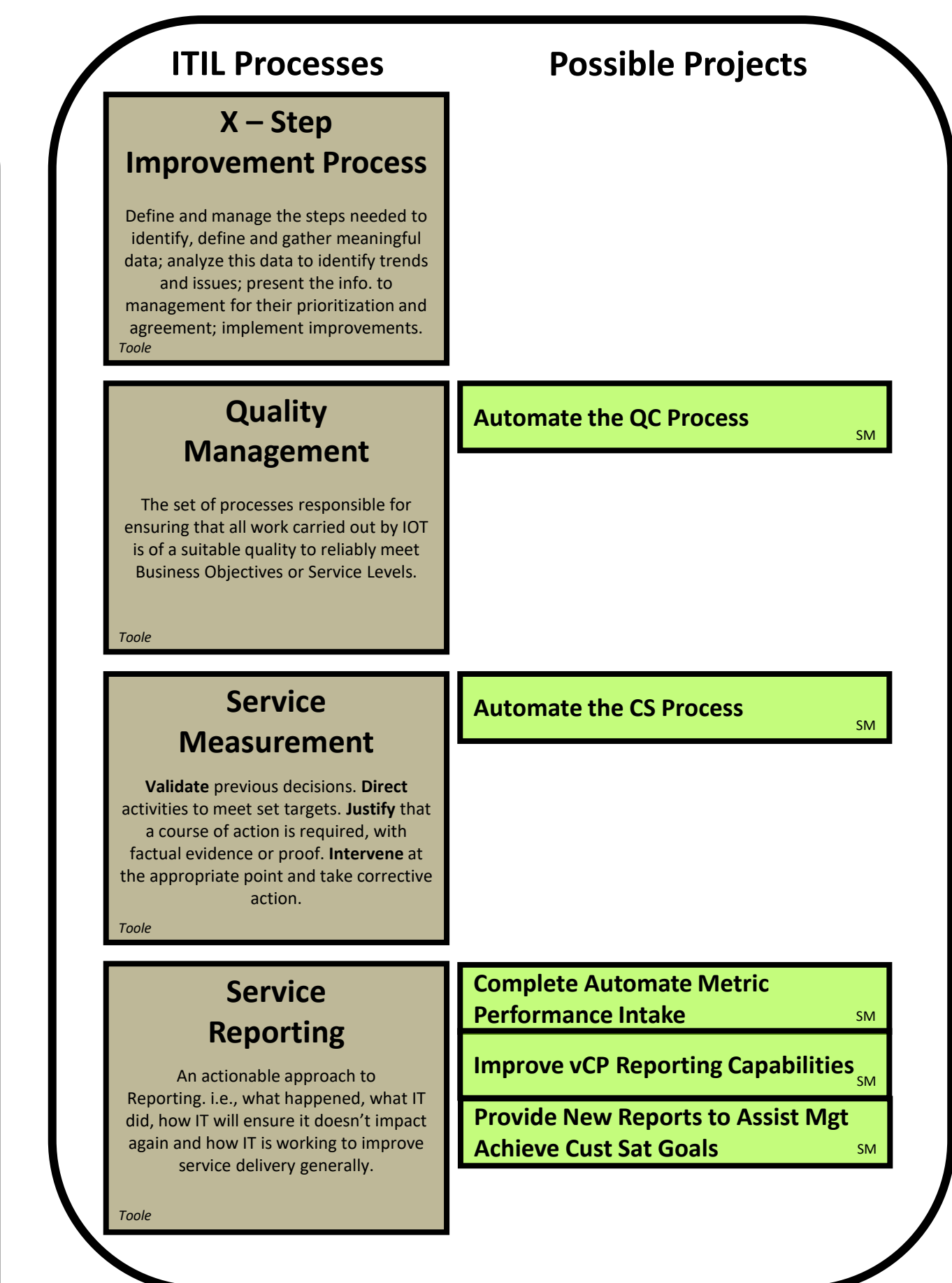
Service Operation Phase 4

Achieve effectiveness and efficiency in the delivery and support of services to ensure value for the customer and the service provider.



Continual Service Improvement - Phase 5

Maintain value for customers through the continual evaluation and improvement of the quality of services and the overall service maturity.

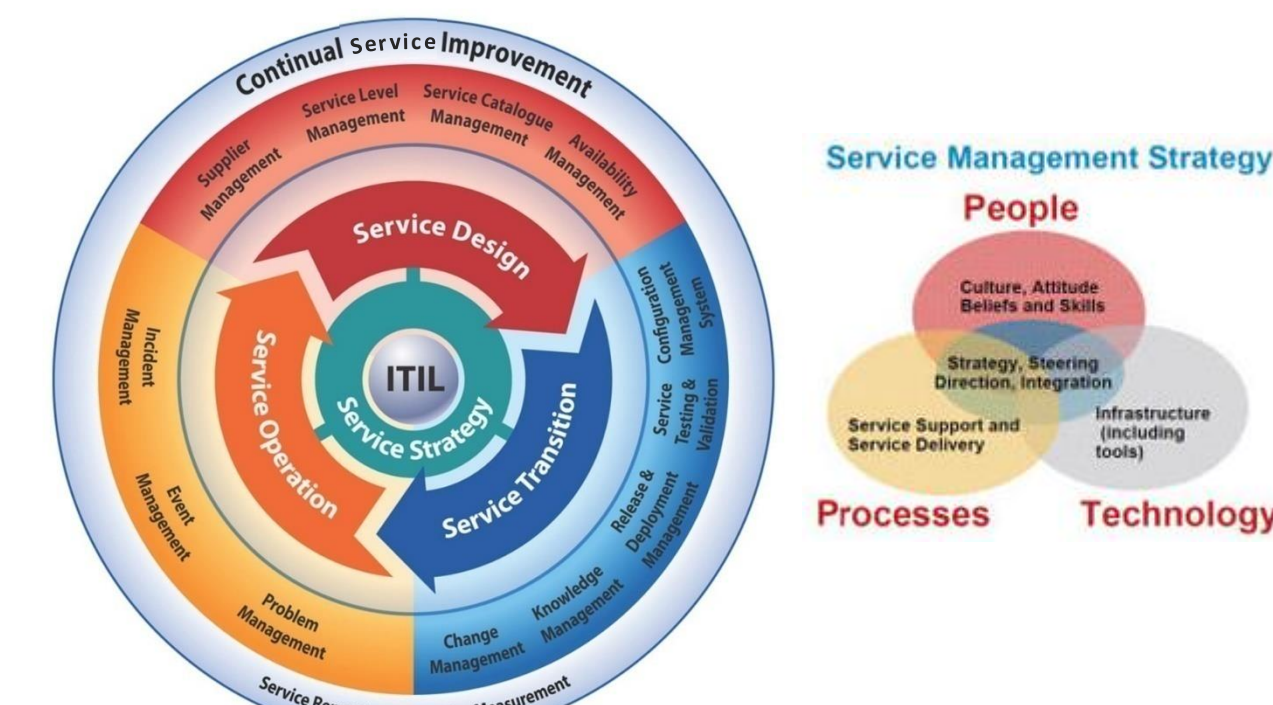


ASM – IOT's ITSM System

ASM Processes in Use Include:

- Asset & Configuration Mgt
- Incident Mgt
- Knowledge Mgt
- Request Fulfillment
- Service Catalog Mgt
- Service Level Mgt
- Integration Platform

Application Administrators
Tony Lewis
Jim Weaver



IOT's Strategic Plan

INWARD	OUTWARD	UPWARD
IOT RACI Matrix. Strategic Workforce Engagement. Shift-Left Methodology. Project Delivery Governance. IT Maturity Re-Assessment.	Implement BRM Framework. Enterprise Governance Council. Flexible Multi-Cloud-Smart Strategy	Enterprise App Engagement. CRM Center of Exc. Risk & Vulnerability Mgt. Statewide Cybersecurity.

Color/Symbol KEY

Recurring Projects

CY21 Focus Areas

CY22 Focus Areas

● = Gartner "Recommended Area of Focus"